# State of Iowa Electrical Inspection Program Design for LEAN Event September 23-25, 2008 Electric Eagles

### Team Members

- Jim Scott, TBM (Facilitator)
- Ann Hogle, Iowa Veterans Home (Team Leader)
- Stuart Crine, Iowa Department of Public Safety
- Mike Coveyou, Iowa Department of Public Safety
- Joe Brooks, Iowa Department of Public Safety, EEB
- Barb Mentzer, Iowa Electrical Examining Board
- Rod Van Wart, Iowa Electrical Examining Board
- David Miller, Board of Regents/Iowa State University
- Rob Fulton, Iowa Department of Administrative Services/General Services Enterprise
- Mikel Edwards, Iowa Department of Corrections
- Pat Merrick, Iowa Electrical Inspection Program
- Steve Hasenhour, Iowa Department of Human Services/Independence MHI
- Tom Vujovich, Iowa Department of Public Safety
- Leo Garreau, Iowa Department of Transportation
- Scott Gustafson, Iowa Department of Transportation

# Electric Eagles



# Scope - Joe

 Design of the inspection and related processes for the new State of Iowa Electrical Inspection Program, including request for inspections, inspection scheduling and completion, reporting and paperwork flows, interfaces with other (local) inspection programs and relationship with electrician licensing program.

## Goals - Mike C.

- 1. Clearly identify when an inspection is required.
- Establish process for requesting and purchasing electrical permits.
- Establish process for receiving requests for inspections, scheduling inspections, reporting results and filing necessary paperwork for inspections
- 4. Establish process for communications and coordination with other inspection authorities, including local electrical inspectors and state and local building code inspectors.

## Goals - Mike C.

- Establish process for dealing with violations, orders of correction and disconnection, and appeals.
- Establish process for license complaints based on inspections.
- Establish process for complaints against inspectors.
- 8. Establish process for coordination with utilities for authorization to energize projects.
- Input on orientation and training of new inspectors.

#### Trends - Pat

- Economy downturn
- Construction downturn
- Lack of communication between state and cities
- Cities lowering specs to encourage new industries
- Buildings are becoming more complicated
- Energy costs are increasing
- Decrease in qualified workforce (baby-boomers retiring)
- Going Green
- No standardization currently in rural lowa areas

# Critical Issues – Brainstorming - Steve

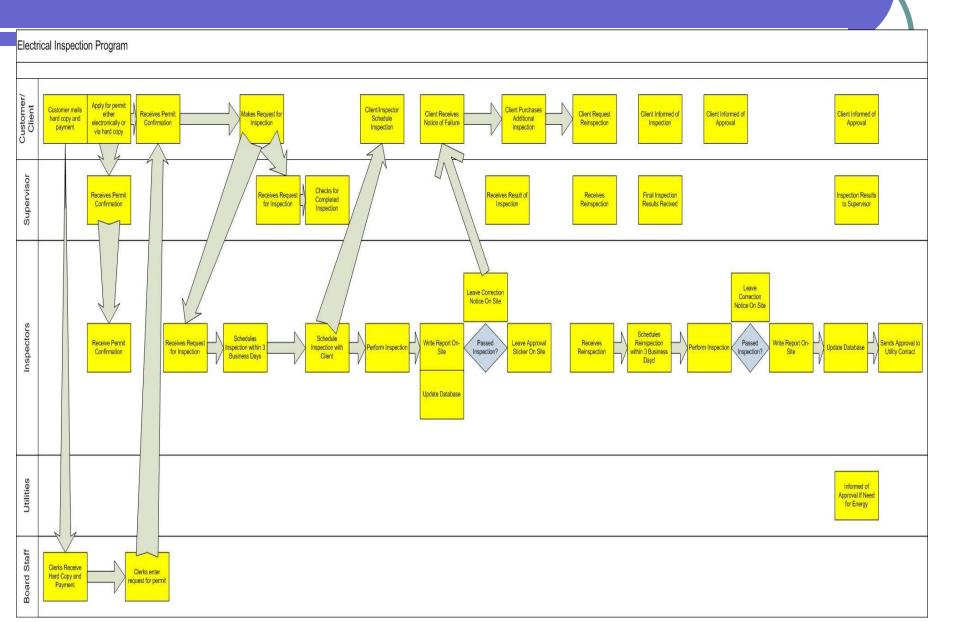
- Inspector availability for hire
- Rural areas not accustomed to inspections
- Contractors, homeowners and state facilities buying into the new permitting and inspecting process
- Marketing plan

### De-Selection - Leo

Impact/Difficulty Matrix



# Stuart



# September Deadlines - Rob

- Meeting 9/26/08 with Iowa Interactive (Tom, Joe, Stuart)
- Tracking system for disputes and resolutions
- Validation
- Discuss interface method with Iowa Interactive
- Determine what data is needed for permit status
- Discuss auto-fill forms with Iowa Interactive
- Fax availability (request by 10/1/08 Stuart & Joe)
  - Dedicated fax, dedicated fax number, inspector input to system (possible temp staff)
- Continue Hiring Efforts and Job Descriptions

#### October - Rod

- Permits and What Requires a Permit (Stuart, Joe & Rod by 10/16/08 Board Meeting)
- Identify Details of Permitting for:
  - Residential
  - Multi-Family, Commercial and Industrial recommended thresholds
- Write guidelines on who "owns" the permits
- Permits aligned through address or location? (i.e. Regents do not have addresses)
- Define Territories Inspection based on population densities – (Brian Bishop – by 11/1)
- Hard forms in the field and in PDF on the website

### October Deadlines - Rod

- Appoint staff person to develop marketing plan (Immediate)
  - DPS Public info identify available staff– (Brian Bishop, Barb)
- Press Releases begin (10/15/08 2 x per month 1st & 15<sup>th</sup>)
- Brochure design and identify audience, (7/1/09 Public Information Bureau)
- Website add press releases, questions and answers, links to orgs, hiring updates, mission statement. (Immediate – Joe, Stuart, Barb – form sub-committee)

#### October Deadlines - Dave

- Determine billing options used by other state agencies (Tom 10/15)
- Provide Model Forms for Coding (complete by 10/15 – Joe and Stuart)
- Air Cards Evaluate vendors for statewide coverage – (10/1/08 Stuart and Sgt. Buck)
- Purchase computers, air cards, printers, camera (10/1 Tom & Joe)
- Forms Create hard copy of forms (carbonless duplicates) as back up (10/30/08 – Joe to state printer by 10/15/08)

#### October Deadlines - Dave

- Contingency Procedures ability to be implemented by 12/15/08 (Stuart, Joe, Chief)
- Training Program
  - Internal staff
  - Outsourced Staff
- Appeals Process (Mike & Rules Committee)
  - 10/16/08 Meeting effective 1/1/09)

#### November Deadlines – Mike E.

- Utilities Develop contact lists (Chief Inspector 11/15/08)
- Educate utilities on process and Expectations
- Determine permissions for various staff levels (Chief 11/15/08)
- Find internal staff to test (12/1/08 Joe & Staff)
- Identify external volunteers to test (12/1/08 Chief, Rod, Barb)
- Multiple servers purchased off master agreement 11/15 order and 12/15 install
- Purchase backup drives 11/15 purchase, 11/15 install (Stuart & TSB)
- Phone assistance for permits
- Administrative Asst Job Description
- Add 2 (1-800) lines 11/15/08
- Job descriptions Secretary

# Standard Operating Procedures – Manuals - Mark

- Draft Manual Outline by 11/1/08 (Joe and Stuart & New Chief)
- Supervisors Western section, Central section, Eastern section
- Overlap Workload balance, vacation, Sick
- Development of Policy and Procedure
  - Personnel Policy, Conduct, E-Tracs, Conflict of Interest, Smoking, Chain of 'Command, Conflict Resolution, Dress Code, Tardiness
- Enforcement Protocol
  - Establish outline/Draft/Meet with Attorney General
- Coordination of Utilities
  - Initiate Contact/Lines of Communication
  - Develop Points of Contact
- Inspections
  - Identify Content
  - Write procedures

# Attorney General – Stuart (by 10/15/08) - Duane

- Review 28E Agreement
- Case Referral Packages
- Injunction procedures
- Formal appeal process
- Assessing/collecting penalties
- Statutory interpretation
- Court Representation
- Attend Board Meetings
- License status tied to payment
- No permits for delinquent accounts

#### Team Members Experience – Tom, Todd, Pat, Barb



# Closing Comments

Jim Scott, TBM